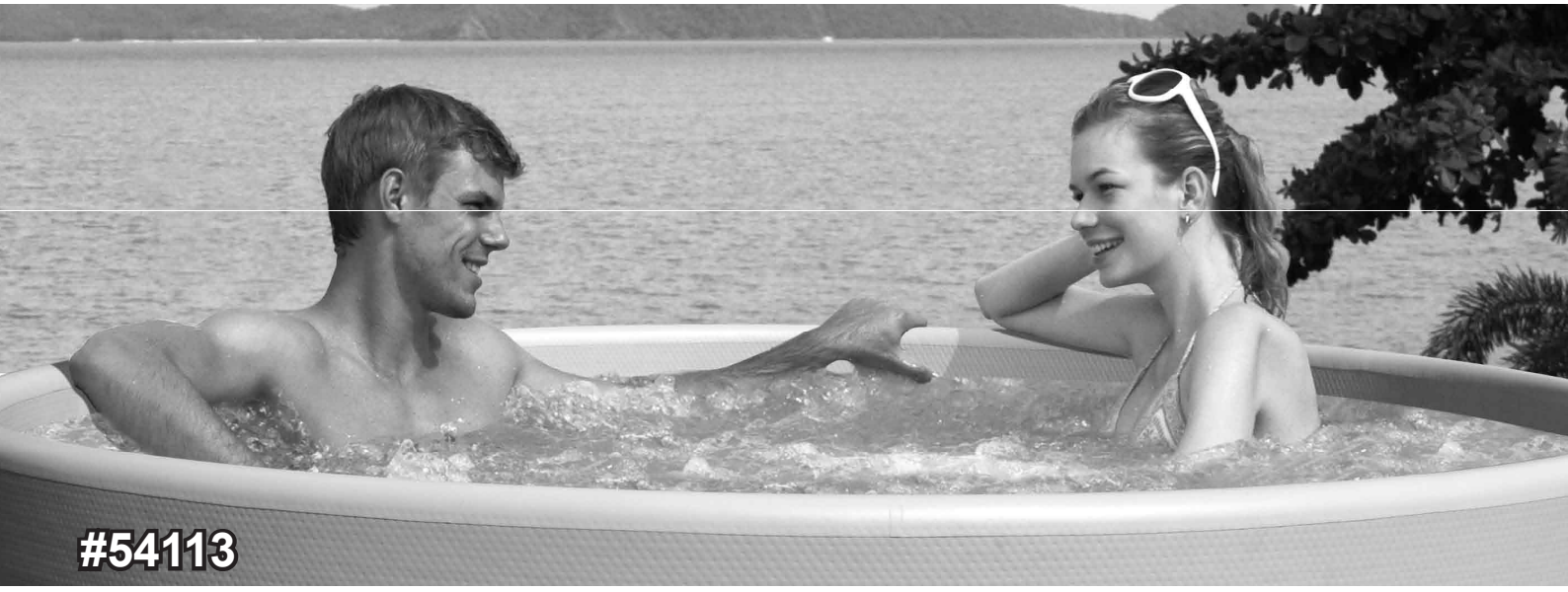
OWNER'S MANUAL

Lay-Z-Spa™

220-240V~50Hz
2,050W at 20ºC, IPX5



Bestway®

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S-S-001330

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Lay-Z-Spa™

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S-S-001330

SAFETY INSTRUCTIONS

WARNING

When installing and using this electrical equipment, basic safety precaution should always be followed, including the following:

IMPORTANT SAFETY INSTRUCTIONS

READ AND FOLLOW ALL INSTRUCTIONS.

WARNING: The spa must be supplied by an isolating transformer or supplied through a residual current device (RCD) having a rated residual operating current not exceeding 30mA.

WARNING: PRCD must be tested before each use.

WARNING: If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

WARNING: To reduce the risk of electric shock, do not use extension cord to connect unit to electric supply; provide a properly located outlet.

WARNING: No part of the appliance is to be located above the bath during use.

WARNING: Parts containing live parts, except parts supplied with safety extra-low voltage not exceeding 12V, must be inaccessible to a person in spa pool; Parts incorporating electrical components, except remote control devices, must be located or fixed so that they cannot fall into the spa pool.

WARNING: The plug of pump shall be more than 3.5m away from the spa.

WARNING: It is necessary to have the plug accessible after installation of the spa.

WARNING: TO AVOID ELECTRIC SHOCK, DO NOT USE THE SPA WHEN IT IS RAINING.

WARNING: This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

WARNING: Water attracts children; always attach a spa cover after each use.

WARNING: Do not bury cord. Locate cord to minimize abuse from lawn mowers, hedge trimmers, and other equipment.

DANGER: Risk of Accidental Drowning. Extreme caution must be exercised to prevent unauthorized access by children. To avoid accidents, ensure that children can not use this spa unless they are supervised at all times.

WARNING: RISK OF INJURY. Never operate spa if the suction fittings are broken or missing. Never replace a suction fitting.

WARNING: RISK OF ELECTRIC SHOCK. Install at least 2m from all metal surfaces.

WARNING: RISK OF ELECTRIC SHOCK. Never operate any electrical appliance when in your spa or when your body is wet. Never place any electric appliance, such as a light, telephone, radio, or television, within 2m of spa.

WARNING: During pregnancy, soaking in hot water may cause damage to the fetus. Limit use to 10 minutes at a time.

WARNING: TO REDUCE THE RISK OF INJURY:

A. The water in a spa should never exceed 40°C (104°F). Water temperature between 38°C (100°F) and 40°C (104°F) is considered safe for a healthy adult. Lower water temperatures are recommended for young children and when spa use exceeds 10 minutes.

B. Since excessive water temperatures have a high potential for causing fetal damage during the early months of pregnancy, pregnant or possibly pregnant women should limit spa water temperature to 38°C (100°F).

C. Before entering a spa, the user should measure the water temperature with an accurate thermometer since the tolerance of water temperature regulating device varies.

D. The use of alcohol, drugs, or medication before or during spa use may lead to unconsciousness with the possibility of drowning.

E. Obese persons and persons with a history of heart disease, low or high blood pressure, circulatory system problems, or diabetes should consult a physician before using a spa.

F. Persons using medication should consult a physician before using a spa since some medication may induce drowsiness while other medication may affect heart rate, blood pressure, and circulation.

WARNING: TO REDUCE THE RISK OF INJURY: Never pour water with a temperature higher than 40°C (104°F) into the spa pool directly.

WARNING: The use of alcohol, drugs, or medication can greatly increase the risk of fatal hyperthermia. Hyperthermia occurs when the internal temperature of the body reaches a level that is several degrees above the normal body temperature of 37°C (98.6°F). The symptoms of hyperthermia include an increase in the internal temperature of the body, dizziness, lethargy, drowsiness, and fainting. The effects of hyperthermia include failure to perceive heat; failure to recognize the need to exit spa or hot tub; unawareness of impending hazard; fetal damage in pregnant women; physical inability to exit the spa or hot tub; and unconsciousness resulting in the danger of drowning.

CONSULT YOUR PHYSICIAN FOR RECOMMENDATIONS.

CAUTION: The spa should not be setup or left out in temperature lower than 4˚C (40˚F).

CAUTION: Do not use the spa alone.

CAUTION: People with infectious diseases should not use a spa.

CAUTION: Do not use the spa immediately following strenuous exercise.

CAUTION: Always enter and exit the spa slowly and cautiously. Wet surfaces are slippery.

CAUTION: To avoid damage to the pump, the spa must never be operated unless the spa is filled with water.

CAUTION: Immediately leave spa if the user feels uncomfortable or sleepy.

CAUTION: Never add water to chemicals. Always add chemicals to water to avoid strong fumes or violent reactions that may result in hazardous chemical spray.

NOTE: Please examine equipment before use. Notify Bestway at the customer service address listed on this manual for any damaged or missing parts at the time of purchase. Verify that the equipment components represent the models that you had intended to purchase.

NOTE: This product is not intended for commercial use.

SAVE THESE INSTRUCTIONS

SPECIFICATIONS (FOR #54112)

Capacity:	4 Adults	Massaging Turbo Blower:	800W
Water Capacity (80%):	848L (224gal)	Heat Element:	2,000W at 20ºC
Inflated Size:	196cm x 61cm (77" x 24")	Pump:	50W Circulation Filter Pump
Filled Weight:	1,100Kg (2,426Lb)	PRCD Protection:	Yes
Power Rate:	220-240V AC, 2,050W at 20ºC	Increased Heat Rate:	Approximately 1.5-2ºC/h (3-4ºF/h)
Temperature Capacities:	40ºC (104ºF)	Actual Water Flow	1,325L/h (350 gal/h)
Working Pressure:	0.8PSI (5.5KPa)		

NOTE: Check to ensure all parts are present.

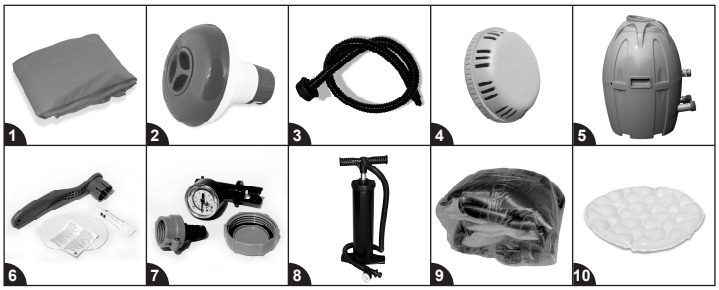
1: Top Leatheroid Cover with Inflatable Cover
2: Chemical Floater
3: Inflation Hose
4: Filter Set
5: Pump
6: Spa with Leatheroid Cover
7: Heavy-duty Repair Patch
8: Spa Components (3 Screw Valves, 1 Adapter Cover, 1 Hose Adapter)

SPECIFICATIONS (FOR #54113)

Capacity:	4 Adults	Massaging Turbo Blower:	800W
Water Capacity (80%):	1,540L (407gal)	Heat Element:	2,000W at 20ºC
Inflated Size:	201cm x 69cm (79" x 27")	Pump:	50W Circulation Filter Pump
Filled Weight:	1,973Kg (4,349Lb)	PRCD Protection:	Yes
Power Rate:	220-240V AC, 2,050W at 20ºC	Increased Heat Rate:	Approximately 1-1.5ºC/h (2-3ºF/h)
Temperature Capacities:	40ºC (104ºF)	Actual Water Flow	1,325L/h (350 gal/h)
Working Pressure:	7PSI-10PSI (0.048MPa-0.069MPa)		

NOTE: Check to ensure all parts are present.

1: Top Leatheroid Cover with Inflatable Cover
2: Chemical Floater
3: Inflation Hose
4: Filter Set
5: Pump
6: Pool Components (1 Wrench, Glue, PVC Repair Patch, Heavy-duty Repair Patch)
7: Spa Components (1 Pressure Gauge, 1 Adapter Cover, 1 Hose Adapter)
8: High Pressure Hand Pump
9: Spa
10: 4 Inflated Cushions



INSTALLATION INSTRUCTIONS

Selected Location

WARNING: The selected location has to be capable of supporting the expected load.

WARNING: An adequate drainage system has to be provided to deal with overflow water.

IMPORTANT: Because of the combined weight of the Lay-Z-Spa, water, and users, it is extremely important that the base where the Lay-Z-Spa is installed is smooth, flat, level and capable of uniformly supporting the weight for the entire time the Lay-Z-Spa is installed. If the Lay-Z-Spa is placed on a surface, which does not meet these requirements, any damage caused by improper support is not covered under the manufacturer's warranty. It is the responsibility of the Lay-Z-Spa owner to assure the integrity of the site at all times.

1. Indoors Installation: Be aware of special requirements if you install the spa indoors.

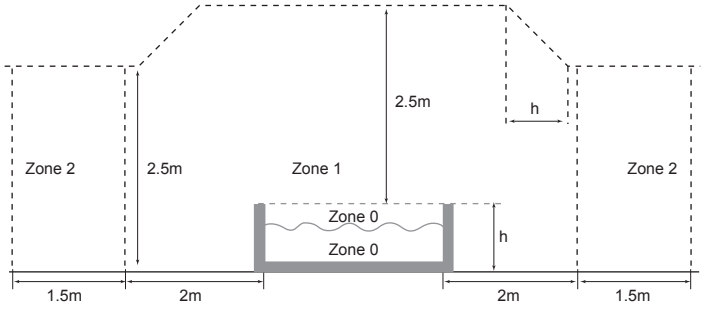
- The floor must be able to withstand the capacity of the Lay-Z-Spa. The floor should be a non-slip, level surface.
- Proper drainage is essential for indoor spa installation. When building a new room for the spa it is recommended that a floor drain be installed.
- Humidity is a natural side effect with Lay-Z-Spa installation. Determine the effects of airborne moisture on exposed wood, paper, etc. in the proposed location. To minimize these effects it is best to provide plenty of ventilation to the selected area. An architect can help determine if more ventilation is needed.

NOTE: Do not install the Lay-Z-Spa on carpet or other material that can be damaged by moisture.

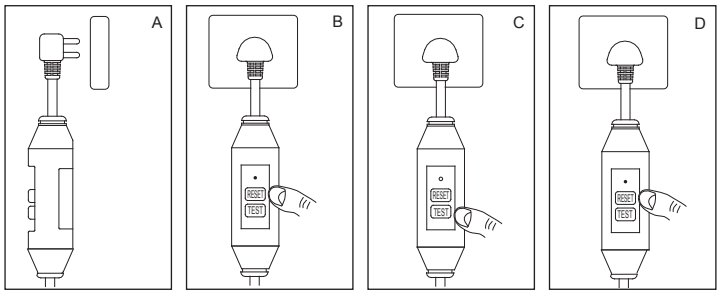
2. Outdoor Installation

- No matter where you install the Lay-Z-Spa, it is important you have a solid support foundation. If you are installing the Lay-Z-Spa in an outdoor area, ensure there are no sharp objects that could damage it and that the location is level so the Lay-Z-Spa sits properly.
- During filling, draining or when in use, water may spill out of the spa. Therefore the Lay-Z-Spa should be installed near a floor drain.
- Do not leave the spa's surface exposed to direct sunlight for long periods of time.

WARNING: TO AVOID ELECTRIC SHOCK, DO NOT USE THE SPA WHEN IT IS RAINING.
WARNING: The appliance must be located in Zone 1, 2 or outside of all zones.

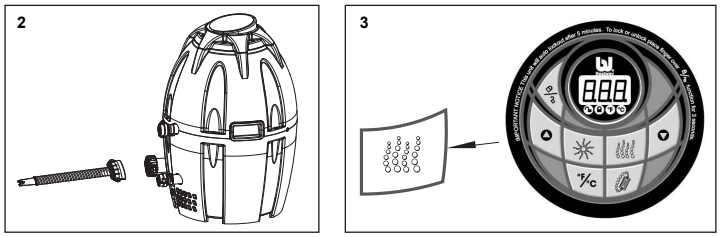


PRCD Test

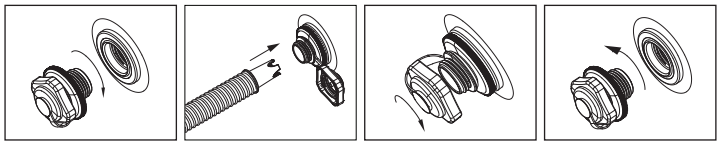


NOTE: Drawings for illustration purpose only. May not reflect actual product. Not to scale.
A. Insert the plug into a grounded socket.
B. Press the “RESET” button, the indicator light turns red.
C. Press the “TEST” button, the indicator light turns off.
D. Press the “RESET” button, the indicator light turns red. The pump is ready to use.
WARNING: RISK OF ELECTRIC SHOCK. The PRCD plug must be tested before each use.
WARNING: Insert the plug into a residual current device (RCD) protected power outlet only.
WARNING: Before inserting plug into a power outlet, make sure the current rate of the power outlet is suitable for the pump.
WARNING: Do not use the pump if this test fails.

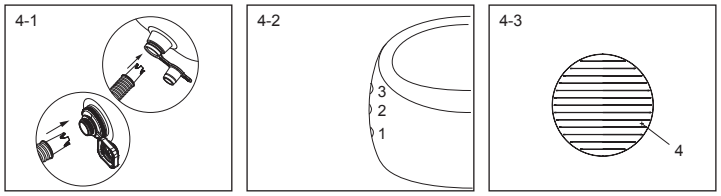
Assembly (For #54112)



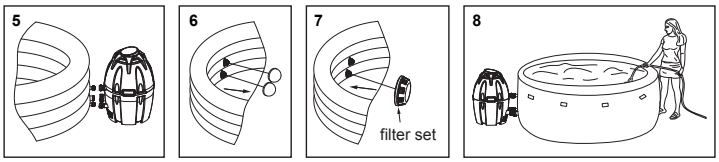
1. Spread out the spa and leatheroid cover and make sure both are right side up.
2. Connect the inflation hose to adapter A on the pump.
3. As previously outlined, test the pump’s PRCD and press the Lay-Z-Massage button to activate the pump.



Screw the screw-valve onto the air intake valve.
Open the top cover of the screw-valve, insert the inflation hose and inflate.
Once inflation is finished, fasten the top cover of the screw-valve.
To deflate simply unscrew the screw-valve counter clockwise from the air intake valve.



4. Use the inflation hose to inflate the chambers according to the printed numbers 1-2-3-4.
NOTE: Do not use an air compressor to inflate the pool; before use, always make sure that all of the inflatable chambers are properly inflated and that there are no folds.
5. Connect the pump to the spa by lining up the letters (A to A, B to B and C to C). Securely hand-tighten the adapters.
6. Remove the two stopper caps from the inside of the spa’s inlet and outlet valves.
7. Connect the filter set to the inside of the spa’s inlet valve (lower position).
NOTE: Do not sit on the filter set.
8. Using a garden hose, fill the spa to the minimum water level printed on the spa wall.
NOTE: Before filling, ensure the bottom drain valve was secured.
NOTE: To enjoy the benefits of warm water the cover must be properly attached and the heater should be turned on. The heating system is capable of increasing the water temperature by approximately 1.5 to 2ºC (3-4ºF) per hour.



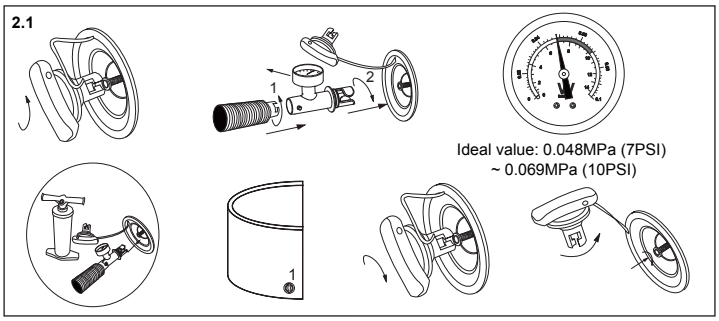
WARNING: This spa cover is not a safety cover and is not a substitute for adult supervision; children must be supervised around the spa at all times.
WARNING: Do not run the Lay-Z-Massage system when the cover is attached, air can accumulate inside the spa and cause irreparable damage and bodily harm.

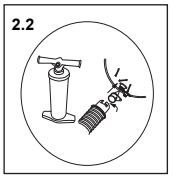
Assembly (For #54113)

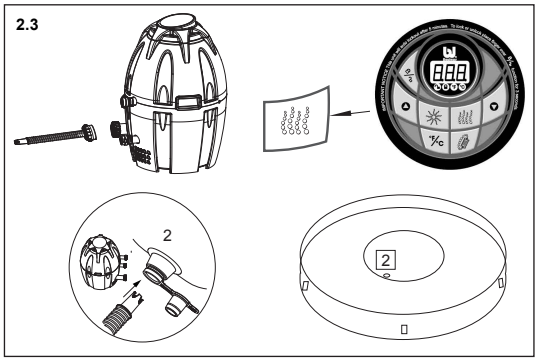
1. Spread out the spa.
2. Inflation

2.1 Inflate the spa wall
- Unscrew the air-valve on the spa wall.
- Attach the pressure gauge onto the hose of high pressure hand pump, inflate the spa to 0.048MPa (7PSI) ~ 0.069MPa (10PSI)
- Replace the air-valve. (To deflate, unscrew the air-valve counter clockwise from the air intake valve, press the spring valve and turn clockwise)

2.2 Inflate the four inflated cushions with the high pressure hand pump.

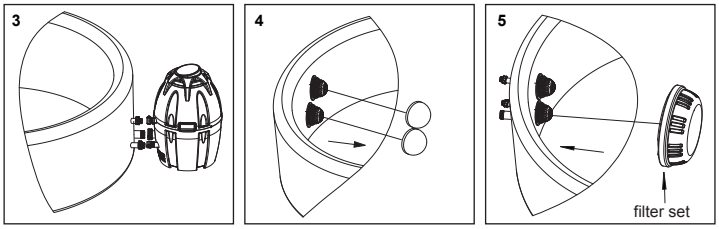


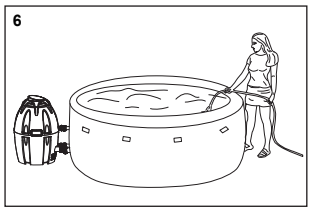




2.3 Inflate the inflatable cover
- Connect the inflation hose to adapter A on the pump.
- Activate the Lay-Z-Massage system and inflate the inflatable cover.

3. Connect the pump to the spa by lining up the matching letters (A to A, B to B and C to C). Securely hand-tighten the adapters.
4. Remove the two stopper caps from the inside of the spa’s inlet and outlet valves.
5. Connect the filter set to the inside of the spa’s inlet valve (lower position).
NOTE: Do not sit on the filter set.
6. Using a garden hose, fill the spa to the minimum water level printed on the spa wall.
NOTE: Before filling, ensure the bottom drain valve was secured.
NOTE: To enjoy the benefits of warm water the cover must be properly attached and the heater should be turned on. The heating system is capable of increasing the water temperature by approximately 1-1.5ºC/h (2-3ºF/h) per hour.



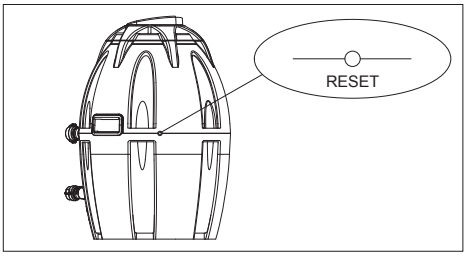


WARNING: This spa cover is not a safety cover and is not a substitute for adult supervision; children must be supervised around the spa at all times.
WARNING: Do not run the Lay-Z-Massage system when the cover is attached, air can accumulate inside the spa and cause irreparable damage and bodily harm.

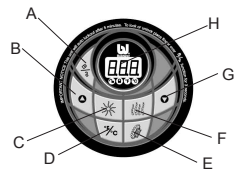
PUMP OPERATION

Heating Reset

1. Be sure to press the "Reset" button on the pump using a small and thin object before initial operation.
2. If the pump is not heating properly, press the "Reset" button on the pump.



Control Panel



A: Lock/unlock Button
B: Temperature Increase Button
C: Heat Button
D: Celsius/Fahrenheit Toggle
E: Water Filter Button
F: Lay-Z-Massage System Button
G: Temperature Decrease Button
H: LED Display

Lock/unlock Button: The pump has a 5-minute auto-lock. To lock or unlock the pump, place a finger over the lock/unlock button for 3 seconds.

Temperature Adjustment Buttons:
Pressing the Temperature Increase or Decrease buttons will cause the LED to flash. When flashing you can adjust to the desired temperature setting. If you hold these buttons down the values will rapidly increase or decrease. The new and desired temperature setting will remain on the LED display for 5 seconds to confirm the new value.
NOTE: The default temperature is 40°C (104°F).
NOTE: Temperature adjustment ranges from 20°C (68°F) to 40°C (104°F).

Heat Button: Use this button to activate the heating system. The pump will heat the spa water until the water temperature reaches 1°C (1.8°F) higher than the set temperature. After the current water temperature drops 2°C (3.6°F) below the set temperature the heating system will restart. When the light above the heat button is red, the heating system is activated. When the light is green, the water is at the set temperature and the heating system is at rest.
The heating system is capable of increasing the water temperature by approximately 1.5 to 2ºC (3-4ºF) per hour for #54112 and 1-1.5ºC/h (2-3ºF/h) per hour for #54113.
NOTE: If the heating system is activated the filtration system will automatically start.
NOTE: After turning off the heating system the filtration system will continue to operate.
NOTE: The Lay-Z-Massage System will automatically shutoff when the heater is activated.

Celsius/Fahrenheit Toggle: The temperature can be displayed in either Fahrenheit or Celsius.
NOTE: The system's default is Celsius.

Water Filter Button: This button turns the filter pump on and off.
The light above the Water Filter Button displays red when activated.

Lay-Z-Massage System Button: Use this button to activate the massage system, which has a 30-minute auto-shutoff feature. The light above the Lay-Z-Massage System Button displays red when activated.
WARNING: Do not run the Lay-Z-Massage system when the cover is attached, air can accumulate inside the spa and cause irreparable damage and bodily harm.

LED Display: Once powered-up the LED displays the current water temperature automatically.

After 72 hours of operation, the pump will hibernate and flash "End" with the current water temperature. When the pump is hibernating both the heating and water filter functions are disabled. To re-active the pump press Lock/unlock button for 3 seconds.

Error Messages

Symptom	Problem Causes	Solutions
The LED displays E01 and all the lights flash	System error	Unplug the PRCD and plug it back in. (If this does not solve the problem, please consult Bestway or your dealer.)
The LED displays E02 and all the lights flash	No water flow	If the adapters of the pump & the spa are blocked or the filter cartridge is too dirty. Replace the filter cartridge if necessary. (If this does not solve the problem, please consult Bestway or your dealer.)
The LED displays E03 and all the lights flash	Water temperature too low	If the environment temperature is below 4ºC we recommend not to use the spa or pump.
The LED displays E04 and all the lights flash	Water temperature too high	Unplug the pump. When the water cools restart (If this does not solve the problem please consult Bestway or your dealer.)
The LED displays E05 and all the lights flash	Something is wrong with the pump	Consult Bestway or your dealer
The LED displays End and the water temperature by turns	After 72 hours of operation, the pump will hibernate and the rapid heating and water filtration functions are disabled.	To re-active the pump press Lock/unlock button for 3 seconds.

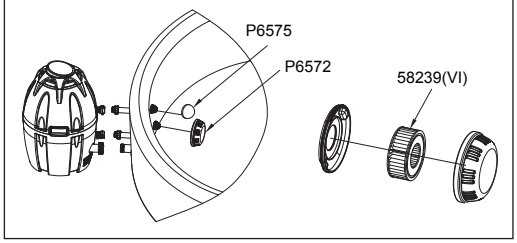
MAINTENANCE

CAUTION: YOU MUST ENSURE THE PUMP IS UNPLUGGED BEFORE BEGINNING SPA MAINTENANCE OR SEVERE RISK OF INJURY OR DEATH EXISTS.

Filter Cartridge Cleaning / Replacement

NOTE: To ensure water stays clean, please clean the filter cartridge every day and change the filter cartridge every three days.

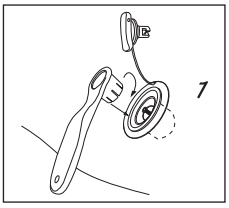
NO.	P6572	58239(VI)	P6575
Name	Filter Set	Filter Cartridge	Stopper Cap



1. Unplug the pump.
2. Remove the filter set from the spa.
3. The filter cartridge can be rinsed-off with a garden hose and reused. However, if the filter cartridge remains soiled and discolored the filter cartridge should be replaced. It is recommended to replace filter cartridge every three days.
4. Replace the filter set in the spa.

Fasten the Air-Valve (For #54113 Only)

When the spa is in use it is normal for internal air pressure to expand and/or contract. When this occurs, air may leak from the air-valve on the spa wall. Always check the air-valve carefully before use. If air is leaking, use the provided wrench to fasten the air-valve following these steps:
Open the cap of the air-valve and put the wrench into the valve body. With one hand, hold the backside of the air-valve from the inner side of the spa wall and turn the wrench clockwise.



Note: 1. Do not over tighten.
2. Always check the air-valve carefully before use.
3. Do not adjust the air-valve connector when the spa is in use.

Maintaining Spa Water

Proper water maintenance disinfects spa water killing harmful microorganisms, removes oils, make-up and lotion ensuring the water is clean and safe.
Spa water quality can be extremely hazardous to your health. We recommend the following:
A: Clean filter cartridge every day and change filter cartridge every 3 days depending on use.
B. As a guide, the water should be changed about every 3 days. This is only a guide; water quality is influenced by frequency of use, persons using the spa and general maintenance.
C. Use pool chemicals to maintain water chemistry.
Be sure to consult your local pool chemical supplier for information on treating the water in your spa.
NOTE: When performing chemical maintenance, active the Lay-Z-Massage function to quickly dissolve chemicals into the water.
NOTE: Remove the chemical floater from spa when the spa is in use.
All spas require the use of pool chemicals. Pool chemicals are potentially toxic and should be handled with care. There are serious health risks from chemical vapors and the incorrect labeling and storage of chemical containers. Please consult your local pool supply retailer for more information about chemical maintenance. Pay close attention to the chemical manufacturer's instructions. Spa damage resulting from misuse of chemicals and mismanagement of spa water is not covered by the warranty.

1. Water Balance

We recommend maintaining your water pH between 7.2 and 7.8, total alkalinity between 80 and 120ppm and free chlorine between 3 to 5ppm. Purchase a test kit to test your water chemistry before using the spa and continue to test the water no less than once a week. Low PH will damage to the spa and pump. Damage resulting from chemical imbalance is not covered by the warranty.

2. Water Sanitation

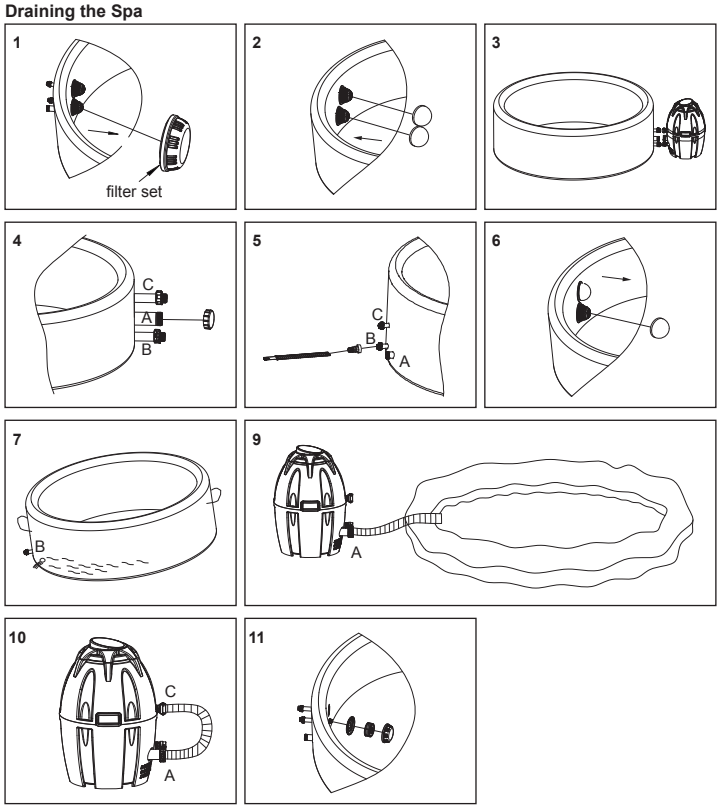
The spa owner must regularly maintain pool water with scheduled maintenance (daily, if necessary).

Note: Sanitizers chemically control bacteria and viruses present in spa water.

3. The Bestway Lay-Z-Spa is supplied with a chemical floater.

Please note: This is supplied for use with chemical tablets only. Do not use granules.

Draining the Spa



NOTE: Drawings for illustration purpose only. May not reflect actual product. Not to scale.

1. Remove the filter set from the spa.
2. Insert the 2 stopper caps onto the spa's inlet and outlet valves.
3. Disconnect the pump from the spa.
4. Screw the adapter cover onto A adapter of the spa.
5. Connect the hose adapter to your garden hose and attach the hose adapter to the spa's B adapter.
6. With your hose positioned in a selected drain area, remove the lower stopper cap from inside the spa to release the water.
7. Once most of the spa water is drained, open the bottom drain valve on the pool floor to remove any remaining water.
8. Unscrew the valves to deflate the spa.
9. Use the inflation hose to blow dry the pump and the spa pool. Connect the inflation hose to adapter A on the pump and press the Lay-Z-Massage button to active the blower.
10. Make sure the pump is dried thoroughly. Clean the pump's inner housing using a towel. Tilt the pump to drain the residual water in the hose. It is recommended to use the inflation hose to aim to dry the Pump's adapter B.
11. Use a new filter cartridge when resuming spa use. Please refer to page 4 for Filter Cartridge Replacement.

Cleaning the spa

Detergent residues and dissolved solids from bathing suits and chemicals may build up on the spa walls. Use soap and water to clean the walls and rinse thoroughly.

NOTE: DO NOT use hard brushes or abrasive cleaners.

Spa Repair

For Spa #54112 and inflatable cover #54113

If the spa is torn or punctured, use the provided heavy-duty repair patch.

1. Dry the area to be repaired.
2. Remove the patch backing and place the patch over the damaged area.
3. Smooth the surface to remove any air bubbles. A secure unnoticeable repair can usually be made.

For Spa #54113 (Not including inflatable cover)

If the spa is torn or punctured, use the provided PVC repair patch and glue following these steps:

1. Clean and dry the damaged area.
2. Use the provided glue to coat both the damaged area and PVC repair patch three times at 5-minute intervals for each coating. After 10-15 minutes, place the PVC repair patch over the damaged area and smooth out any air bubbles.
3. Wait 24-hours before inflating. Check to ensure there is no air leakage, if air is leaking re-apply the PVC repair patch.

Lay- Z- Spa Storage

Make sure the spa and pump are completely dry. This is essential to extend the life of the spa. We recommend using the pump to blow dry the spa, pump and pipes. Re- attach the two stopper caps onto the spa's inlet and outlet valves. It is recommended you store the spa in its original package in a warm dry place.

NOTE: Plastic becomes brittle and susceptible to breaking when exposed to subzero temperatures. Freezing can severely damage the spa. Improper winterization of your spa can void your warranty.

TROUBLESHOOTING

Bestway strives to provide the most trouble-free Spas on the market. If you experience any problems whatsover, do not hesitate to contact Bestway or your authorized dealer.
Here are some helpful tips to help you to diagnose and rectify some common sources of trouble.

Problems	Probable Causes	Solutions
Pump does not operate	- Power failure - PRCD tripped - PRCD broken	- Check power source - Reset the PRCD and check if the home fixed wiring is too thin to handle 2050W. - Call for service if it does not reset
Pump not heating properly	- Temperature set too low - Dirty Filter Cartridge - Improper water levels - Forgot to remove the 2 Stopper Caps - Heating element failed - The thermal cut-out cut off	- Set to a higher temperature - Clean/replace the Filter Cartridge in time - Add water to specified levels - Remove the 2 Stopper Caps before heating - Call for service - Press the "Reset" button on the pump
Lay-Z-Massage System does not work	- Pump is too hot - 30-minute auto shut off feature activated - Something is wrong with the Pump	- Unplug the Pump. After the Pump has cooled insert the plug and press the Lay-Z-Massage System Button to activate - Press the Lay-Z-Massage System Button to reactivate - Call for service if it does not reset
Water Filtration not working	- Dirty Filter Cartridge	- Clean/replace the Filter Cartridge in time
Pump adapters are not level with the spa adapters	- One characteristic of PVC is that it changes shape, which is normal	- Elevate the pump with wood or another type of insulated material to bring the pump's adapters level with the spa's adapters.
Spa leakage	- Spa is torn or punctured	- Use provided Heavy-duty Repair Patch or PVC repair patch
Water not clean	- Insufficient filtering time - Dirty Filter Cartridge - Improper water maintenance	- Increase filtration time - Clean/replace the Filter Cartridge - Refer to the chemical manufacturer's instructions

DISPOSAL

Meaning of crossed –out wheeled dustbin:

Do not dispose of electrical appliances as unsorted municipal waste, use separate collection facilities.

Contact your local government for information regarding the collection systems available.

If electrical appliances are disposed of in landfills or dumps, hazardous substances can leak into the groundwater and get into the food chain, damaging your health and well-being.

When replacing old appliances with new ones, the retailer is legally obligated to take back your old appliance for disposals at least free of charge.

WARRANTY 2012

Limited BESTWAY® Manufacturer's Warranty

The product you have purchased comes accompanied with a limited warranty. At Bestway® we stand behind our quality guarantee and assure, through a replacement warranty, your product will be free from manufacturer's defects resulting in leaks.

To enact a claim simply filled out this warranty card and returned it to us with:

For Inflatable Spa:

1) Your purchase receipt
2) Cut and copy the batch number located near the drain valve on the inflatable liner and air valve on the inflatable cover to your purchase receipt.

Spa	Spa Floor	Inflatable Cover
Premium Series	2112-XXXXXX	1112-XXXXXX
Platinum Series	2113-XXXXXX	1113-XXXXXX

For digitally controlled pump

1) Your purchase receipt
2) Pump to be sent by post to the address of the after-sales center contacted, for details please refer to your country according to the information you find on the back cover.

Bestway is not responsible for economic loss due to water or chemical costs. Bestway will not replace any products deemed to have been neglected or having been used outside of the owner manual guidelines.

TO: Bestway Service Department

DATE _____

Customer Code Number _____

FAX/E-MAIL/TEL: Please refer to your country according to the information you find on the back cover

Please provide your address details in full. Note: Incomplete address details will result in delayed shipments.

Required Information:

Name: _____ Address: _____

Zip code: _____ City: _____

Country: _____ Telephone: _____

Mobile: _____ E-mail: _____

Fax: _____

Please Clearly Write Your Item Code:

Item code: _____

Description of Problem

○ Spa leaking ○ PRCD tripped

○ Control panel shows the failure which can not be solved ○ Water Filtration System not working

○ Lay-Z-Massage System not working ○ Heating System not working

○ Pump leaking ○ Adapter leaking

○ Missing Parts - Please use the code for the missing part, this can be found in the owner's manual.

_____

○ Other (please describe): _____

For request of spare parts consumer has to send us also the page of the manual with a cross near the missing or faulty part.

You also have to send a copy of your purchase receipt together with this fax
In order to best assist you, we request all information you provide is complete.
YOU CAN ALSO VISIT OUR WEB SITE: www.bestway-service.com

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